

How to Use the Software Reseller Statewide Contract

Contract #: ITS58 Contract Duration: 06/29/2015 to 06/30/2020
MMARS #: ITS58* Options to renew: No options available
Contract Manager: Marge MacEvitt - 617-720-3121 – marge.macevitt@state.ma.us
Last change date: 09/23/2015

Contract Summary

This contract is for software and related services, including installation, implementation, customization, training, support and maintenance. The vendors on the contract are Software Resellers. Each stocks thousands of types of software and will also work with Software Publishers to obtain software which is not in their current catalog. The Commonwealth's price is based on the invoice paid by the Software Reseller to the Software Publisher, with a small [percentage markup](#).

There are three Statewide Contracts for software with the Software Publishers directly rather than through ITS58: ITS19, Oracle, ITS41DesignatedITD, IBM, and ITS48DesignatedITD, ESRI (Geographic Information Software).

Major differences between ITS58 and ITS42, the previous contract, include:

- [SaaS](#) (Software as a Service) provisions
- Will have five vendors rather than three vendors when all contracts have been executed: [CDW](#), [Dell](#), [Insight Public Sector](#), [PCMG](#), and [SHI](#).
- [Different pricing](#) depending on services required
- Two vendors can provide Microsoft Software (CDW and Dell), see [Microsoft Options](#).
- Single submission method for acquisitions requiring [RFQs](#)

Benefits and Cost Savings

- Covers nearly all software available on the market
- Competitive pricing
- Five vendors to provide additional competition and choice, and Microsoft software will be available from two vendors rather than one vendor.

Who Can Use This Contract?

Applicable Procurement Law: MGL c. 7, § 22; c. 30, § 51, § 52; 801 CMR 21.00

Eligible Entities:

01. Cities, towns, districts, counties and other political subdivisions
02. Executive, Legislative and Judicial Branches, including all Departments and elected offices therein;
03. Independent public authorities, commissions and quasi-public agencies
04. Local public libraries, public school districts and charter schools;

05. Public Hospitals, owned by the Commonwealth;
06. Public institutions of high education
07. Public purchasing cooperatives;
08. Non-profit, UFR-certified organizations that are doing business with the Commonwealth;
09. Other states and territories with no prior approval by the State Purchasing Agent required; and
10. Other entities when designated in writing by the State Purchasing Agent.

Pricing and Purchase Options

Purchase Options

Licenses will be acquired by outright purchase, subscription, lease purchase or term lease. Lease purchase and term lease are allowable only for Eligible Entities whose rules and regulations permit leasing of software. Term leases (where the Eligible Entity must return the software at the end of the lease) are permitted only in conjunction with term leases of hardware, where the leased software runs on the leased hardware. For leases, the Eligible Entity will be responsible for obtaining financing via a third party leasing company in accordance with the procurement laws and regulations governing the Eligible Entity. The third party leasing company will pay the ITS58 vendor.

Dell and CDW are the only companies authorized to provide Microsoft software. It is not necessary to request quotes from both vendors for Microsoft software. Other Microsoft products such as disks, documentation, and publications may be obtained from any of the Resellers.

Pricing

Markup/Markdown pricing is shown [here](#). Because the cost to the Software Reseller may vary depending on agreements with the Software Publisher, the lowest markup will not necessarily result in the best price.

Note that there are two Levels of pricing, a **new feature** of ITS58. Level 1 covers pricing for routine software orders, including most (but not all) of the services that were covered under ITS42 such as presales assistance, help finding/selecting products and optimizing your use of volume license agreement such as those for Microsoft and Adobe, ordering assistance, notification of upcoming maintenance expiration, obtaining reports, and catalog access. Level 2 pricing, which is generally higher than Level 1, includes more complex transactions involving "[Three way](#)" agreements, submission of letters for Software Publishers as part of an [RFQ](#), and/or a [Statement of Work](#). Depending on the Reseller, the markup the Level 2 markup will be 0%-3% higher than the Level 1 markup.

Ordering

Eligible Entities request quotes from one or more Software Resellers (see "Seeking multiple quotes," below) via email, phone, fax, COMMBUYS, or by obtaining the price from the Software Reseller's website. The Eligible Entity will then send a Purchase Order to the Software Reseller via COMMBUYS (see [Using COMMBUYS for ITS58](#)) or other means if not a COMMBUYS user.

All orders placed under this contract must include language to make it clear that the order is being placed under ITS58. If you are not using OSD's standard order form or other form with a place to reference the Statewide Contract number, include the following statement on your Purchase Order: "This order is placed under Statewide Contract ITS58." Otherwise, the order will not be considered "use of a Statewide Contract" for procurement purposes. In addition it is recommended that the following language be included: "All of the terms and conditions of the Statewide Contract ITS58 are incorporated herein and made a part hereof. Conflicting or additional terms, conditions or agreements included in or attached to this form shall be considered to be superseded and void."

Seeking multiple quotes

For orders for a particular brand of software over \$5,000 (other than Microsoft orders), Eligible Entities must seek quotes from at least three of the five Software Resellers. Quotes obtained from the websites are acceptable; for items not in the on-line catalog, Eligible Entities must request quotes from the Software Resellers. Eligible Entities are not required to accept the lowest quote, but if they do not the reason must be documented in the procurement file.

It is not necessary to wait for quotes to be received from all resellers from whom quotes have been requested. All Resellers have stated that they will provide quotes within four hours for items carried in their catalogs. **Quote requests posted in COMMBUYS must allow at least four hours to respond but do not have to allow more than four hours.**

It is not necessary to request multiple quotes for maintenance renewals or for Microsoft software.

RFQ required for certain large software purchases

Agencies obtaining software with a total cost of ownership of \$250,000 or more must publish an Open Market Bid on COMMBUYS unless one of the following conditions is met:

1. Software is proprietary software needed to operate a device;
2. Agency has previously standardized on use of the software, and is simply obtaining additional licenses or modules to expand their use of the software;
3. Acquisition is for maintenance/support only; and/or
4. Software has a monopoly or near-monopoly status within its domain.

The Open Market Bid must specify that respondents who are not on a Statewide Contract (such as Oracle, IBM, ESRI, or other Software Publisher holding a direct Statewide Contract) must include a letter from the Software Reseller with whom the Bidder will partner to provide the software and/or services. A template for this letter is found in the Attachments section of the ITS58 contract on COMMBUYS as "Reseller_Letter_For_Bidder." The Eligible Entity may specify the Resellers with whom the respondent may partner or indicate that any of the five Resellers is acceptable.

Eligible Entities that do not use COMMBUYS must distribute the equivalent of an Open Market Bid, that is, must publish the solicitation in the same manner as they would publish a large competitive procurement open to any qualified bidder, including the specifications described above.

Additional Information

Vendors

For detailed information on how to contact each vendor and obtain access to their website, please follow the links below to locations in this document:

[CDW](#) [Dell](#) [Insight Public Sector](#) [PCMG](#) [SHI](#)

Microsoft Options

For agencies with existing Select Plus enrollments (affiliate registrations) or Enterprise Agreements that currently are serviced by Dell Software, there are two options:

1. Continue to obtain Microsoft software through Dell under your current enrollment.

Eligible Entities who can use the "Extend Beyond" provision of ITS42 may continue to use ITS42 for the length of their current enrollment, except for purchase of new products. Under ITS42, Dell had a markdown of 2%. The markdown under ITS58 is 0.15%, so the price under ITS58 is almost two percent higher. ITS58 pricing will take effect on July 1, 2015 for Eligible Entities using ITS58 or for any purchase of new products as part of a true-up or for any other reason.

2. Choose to issue a Change of Channel Partner (COCP) request to switch the current Select Enrollment or Enterprise Agreement from Dell to CDWG. This may take up to 90 days from Microsoft's receipt of the COCP form, and during that time, the Eligible Entity will not be able to execute any Microsoft orders. CDW's markdown is 0.25% (i.e., one-tenth of one percent less expensive than Dell's).

Eligible Entities at the end of their Select Enrollment or Enterprise Agreement may select either vendor for the new term, without going through the COCP process.

Service Requirements

Response to telephone or email inquiries (automated reply is not sufficient): 4 hours

Providing quotes for items in Software Reseller's catalog: *4 hours

*If items are not in the Software Reseller's catalog and they have no established relationship with the Software Publisher, the Software Reseller cannot control how long it will take to obtain a quote, but must keep the Eligible Entity updated as to progress.

Delivery time after order receipt for shipped items: CDW - 3 days; PCMG - 7 days; Dell, Insight and SHI - 10 days (except if Eligible Entity notified of delay beyond vendor's control)

Delivery time after order receipt for electronically distributed items: PCMG - 2 days; CDW, Dell, Insight and SHI - 3 days (except if Eligible Entity notified of delay beyond vendor's control) (Subject to availability from the Software Publisher)

Defective/incorrectly delivered media: All vendors will pay for return shipment by Eligible Entity and replace by overnight delivery if requested.

Response to software download/installation problems: 8 hours from notification, for issues such as assistance in navigating the download process, replacement of non-functioning product keys, and similar activities. Assistance with complex installations that are generally handled by the Software Publisher and specified in the ordering transaction are not covered by this provision.

Notification of upcoming maintenance expiration: 3 months in advance of expiration and monthly thereafter until an order is placed, unless otherwise advised by the Eligible Entity.

Other services:

Software consultation

- Help in locating software packages to serve a particular need
- Advice on whether to buy "upgrade protection" given your particular situation
- Help on making a decision between SaaS and premise-based software
- Advice on choosing the correct products from a particular product line for your Agency's needs

Reporting

Generate reports on request showing licenses you have purchased from the Reseller, when licenses will expire, and other data generated from your orders.

Eligible Entities are encouraged to email OSD's Contract Manager, marge.macevitt@state.ma.us, if these service requirements are not met.

Additional Contract Provisions and Information

SaaS (Software as a Service) Terms and Instructions

There are many new factors to be considered when obtaining SaaS as opposed to "premise-based" licenses (licenses that reside on equipment under the Eligible Entity's control). The Attachments section of the ITS58 contract on COMMBUYS includes both SaaS terms and instructions for customizing those terms to meet the Eligible Entity's specific requirements.

Statement of Work

Engagements of over \$50,000 (excluding license and subscription costs) involving services such as installation, configuration, customization, and other services pertaining to delivery or use of software, may require a Statement of Work (SOW). An SOW template is found in the Attachments section of this Contract on COMMBUYS. Section 7.4 of the SOW may not be modified without the approval of the Chief Counsel of MassIT or designee. Eligible Entities may include additional non-conflicting terms in the SOW.

Performance and Payment Time Frames Which Continue Beyond the Duration of the Contract

If you begin an agreement with a Vendor at any time before the end of the ITS58 Software Reseller Contract, the agreement may continue beyond the expiration date of ITS58, up to the end date of your agreement. Note that your agreement with the Vendor must specifically identify the services to be provided, the maximum end date, and the maximum obligation. Generally funds cannot be encumbered for future years, however, this does not prevent an Agency from entering into an agreement with the Vendor that covers future years. Such agreements can always be terminated by the Agency, so it is recommended that you overestimate, rather than underestimate, if you are not certain how long the services will be needed. To ensure that the Vendor is aware of this provision, the agreement should reference your right to terminate earlier than the maximum end date.

If your Agency uses MMARS, the Commonwealth Accounting System, you will need to follow these instructions from the Comptroller's office in order to encumber funds:

Referencing a Statewide Master Agreement (MA) Beyond the MA End Date

Several of OSD's Statewide MAs have supporting procurement language that allows departments to enter into an agreement with a vendor that extends beyond the defined statewide MA Expiration Date. CT, RPO, and PC encumbrance transactions may reference an MA if the "Service From" and/or "Service To" dates on the encumbrance are later than the MA Expiration date as long as the following two criteria are met: 1) the initial encumbrance start date falls within the MA dates of service; and, 2) the MA has supporting language that allows such an arrangement.

The encumbrance transaction will reject when submitted in MMARS due to one or both of the following error messages: "Service From Date not within the referenced Dates of Service. (A2891)" or "Service To Date is not within the referenced Dates of Service (A2892)". These error messages will require an override by CTR for the CT and RPO and by OSD for the PC transaction. For PC overrides, contact Elaine LaMonica at OSD and for CT and RPO overrides contact your CTR Contract Liaisons. NOTE: The request for an override must come from an authorized Department signatory via an email.

The following statement must be entered in the MMARS encumbrance transaction Document Comments field: "(Insert Department Name or 3 digit designation) certifies that the encumbrance's initial start date falls within the MA dates of service and the MA being referenced allows an encumbrance end date that goes beyond the MA expiration date". By inserting this specific document comment, a department is certifying that they are using the MA properly and in accordance with its terms. Documents without this statement will not be processed to a Final phase in MMARS.

NOTE: This document comment must be inserted each time the encumbrance is modified. It is not sufficient to refer to a comment that was inserted on a previous version.

Returning Unused Software

Delivered on media

Unopened software can be returned with no restocking fee up to 30 days from the date of receipt, if allowed by the Software Publisher. If not allowed, this must be stated on the quote. Shipping/ delivery for media will be paid by the Eligible Entity.

Delivered via download

Downloaded software can be returned with no additional fees up to 30 days from the date of download, if allowed by the Software Publisher, provided that the Eligible Entity provides any certifications required by the Software Publisher concerning the Eligible Entity's use of the software. If the Software Publisher has a shorter timeframe for returns or requires additional fees, this must be stated on the quote.

Guaranteed 30 Day Quote

Contractors will honor all quotes for 30 calendar days, regardless of price increases. If it is known that a price increase will occur during the 30 calendar days following the quote, the Contractor may provide two quotes, based upon the date that the order is received.

Shipping Charges

None, unless expedited shipping is ordered by the Eligible Entity.

Assistance in locating software packages for a particular purpose

If you know what you want a package to do – for example, transportation scheduling - but don't know what packages are available, contact your Account Team listed in the sections at the end of this document with specific information for each Reseller ([CDW](#), [Dell](#), [Insight Public Sector](#), [PCMG](#), and [SHI](#)). The Resellers' Account Teams have access to specialized resources for locating software.

"Three way" Agreements

For purchases of software and/or software related services in excess of \$50,000, upon the request of the Eligible Entity, the Software Resellers have agreed to be a party to written agreements between the Eligible Entity, the Bidder, and the Software Publisher, containing negotiated terms relating to the software and/or services. The agreement must include the following language:

This Services Agreement, dated as of, [month, day, year], ("Effective Date") is made and entered by and between [Software Reseller], ("Software Reseller Abbreviation") a software reseller with principal offices at [street address, state, zip], [Software Publisher], ("Software Publisher Abbreviation"), with principal offices at [street address, state, zip], and the [Eligible Entity Name], ("Customer") with principal offices at [street address, state, zip]. The Customer has contracted with [Software Reseller Abbreviation] under RFR ITS58 to resell software, maintenance and associated services to be provided by [Software Publisher Abbreviation] and [Software Publisher Abbreviation] has agreed to provide such software, maintenance, and services under this Agreement. [Software Publisher Abbreviation]'s signature below does not subject [Software Publisher Abbreviation] to the terms of RFR ITS58 or any other component of Customer's Agreement with Reseller that is not executed by [Software Publisher Abbreviation], and does not

create a direct contractual relationship with Customer under ITS58, but signifies [Software Publisher Abbreviation]'s agreement to the terms in this Services Agreement as they apply to Customer. The entire agreement between [Software Reseller] and Customer in the following order of precedence consists of items (1), (2) and (3) in RFR Section 1.1, and (4) the following Agreement as agreed to by [Software Reseller Abbreviation], [Software Publisher Abbreviation] and Customer:

The Software Resellers cannot compel Software Publishers to sign “three way” agreements if they do not wish to do so, but the Software Resellers are willing to include the language above and to sign such agreements.

Additional Guidance

Maintenance

Maintenance offerings vary from one Software Publisher to another. In many cases, “maintenance” refers primarily to upgrade protection, that is, it enables the user to receive “free” upgrades when upgrades are released. Call-in support may often be obtained via “incident packs” or other mechanisms. The Software Reseller can advise you about different options available. If you receive a quote that includes maintenance, be sure you understand what is included, and that if different maintenance levels are offered, the level you are buying is stated on the quote.

Volume License Agreements

Volume License Agreements (VLAs) are agreements with a Software Publisher that take the expected purchase volume of the entire Commonwealth into account when establishing a discount. Therefore you should not expect an additional discount when you buy a large quantity of software covered by a VLA, such as Microsoft, because the discount is already included.

Software License Agreements

License agreements, whether attached separately or presented on-line when installing the software (“click through” agreements) include provisions regarding how the software may be used. It is critical that someone in the Eligible Entity’s organization READ these documents. For example, when a license is installed on a server, is the number of users unlimited? Must there be one license for each individual with a login to that server? Is the number of concurrent users a factor? The Software Publisher or your Software Reseller Account rep will be able to answer specific questions you may have, but you should still read the license agreement.

Better pricing available elsewhere

If you find better pricing from another source, please advise the Software Reseller. They may be able to meet the price by arranging a better deal with the Software Publisher. If they cannot, and the difference is significant, please contract OSD’s Contract Manager, marge.macevitt@state.ma.us. There is a process for obtaining software “off contract.”

Software that is not available

If none of the resellers can provide a quote for the software you wish to obtain, you may obtain it through whatever method you would use, given the size of the purchase, to

obtain a commodity that is not available on Statewide Contract. Keep the documentation on file to show that the software could not be obtained under ITS58. You do not need to request permission to go “off contract” in this case.

Check Vendor Status

Prior to requesting quotes or issuing orders, contract users should check COMMBUYS to see whether the vendor is currently in “Active” status. Vendors may be suspended for several reasons, including failure to comply with their contract obligations. New orders may not be issued to vendors whose status is “Inactive”, who have been suspended from new business or dropped from the contract. In addition, contract users should review the attachment, “Vendors in Jeopardy of Suspension”, if such an attachment is posted. Vendors appearing on that list have failed to comply with one or more contract requirements, and unless they remedy the issue, they are liable to be suspended in the near future. The “Vendors in Jeopardy of Suspension” attachment will identify the specific issue. Contract users who would like to continue to be able to issue new orders to any vendor appearing on that list may wish to contact the vendor and urge that they remedy the problem.

Using COMMBUYS with ITS58

To quickly find the contract and all its attachments on COMMBUYS, go to [PO-15-1080-OSD01-OSD10-00000004888](#)

If you are not familiar with how to post a requisition on COMMBUYS that enables you to request quotes from multiple vendors on a Statewide Contract, download the Job Aid “[How to Create a Department/Statewide Release Requisition \(with Solicitation\)](#).” The following instructions customize that Job Aid.

1. **General tab** (Job Aid Steps 4)
 - a. Select “Release” as the “Requisition Type.”
 - b. Check the “Solicitation Enabled.”
 - c. Select “Statewide Contract” as “Type Code.”
2. **Items tab** (Job Aid Step 6)
 - a. Go to the Items tab and select the “Search items” button.
 - b. Click the symbol next to “Advanced Search” to see more search criteria.
 - c. Enter “ITS58” as the “Description” and “Conversion” as the Vendor Name (Note: “Conversion Vendor” is the name used for the record which contains all of the vendors on ITS58.)
 - d. Select “Find it.”
 - e. Only one item is listed; select that item
 - f. Select “Add to Req and Exit.”
3. **Items tab** (Job Aid Steps 7 and 8)
 - a. You will be returned to the Items tab, where an error message will appear.
 - b. Select “Enter Info” under Catalog Price/Unit Cost
 - c. On the new screen that comes up, enter 1.0 for the Quantity and 1.0 for Catalog Price/Unit Cost.

- d. Select "Save and Continue."
- e. Skip Job Aid Step 7.
- f. Select the Distributors tab to select the vendors who will receive the bid. To select a subset of vendors, check the "Select" box in the row of titles, then uncheck that box to de-select all vendors and select "Save and Continue". Next, check the boxes for each vendor to be sent notification of the bid. If you wish to send the bid to all ITS58 Software Resellers, there is no need to view the Distributors tab.
- g. Select Save and Continue

4. **Attachments tab** (Job Aid Step 14)

- a. Use the "Add file" function to add the document you are using to specify the items on which you wish to obtain a quote, including the software publisher, the quantity, the type of license, etc., as you would if requesting a quote via email.

Submit the requisition for approval. Once the Requisition has been approved, follow the Job Aid ["How to Create a Bid Using a Requisition."](#) Start with Step 25, except, on the General tab, check "Informal Bid" if you wish to be able to award a bid prior to the close date of the Bid.

The above are the steps to follow if the order will result in a single invoice and payment. However, **if the order is for services or other type of contract where there will be multiple payments** (for example, as project deliverables are completed, or for hourly payments or subscriptions billed monthly), **you will need to set up the Purchase Order to issue partial payments, see "[Establishing a Purchase Order for Partial Payments.](#)"**

Issuing an Order if Quotes Are Not Needed

Access the Job Aid [How to Order from a Master Blanket Purchase Order](#)

The following directions customize this Job Aid for this Contract:

Logging in (Job Aid Step 1)

Select COMMBUYS under OSD Programs at www.mass.gov/osd OR Enter <https://www.commbuys.com/bsol/> in your browser

General tab (Job Aid Step 4)

For "Requisition Type," select "Release"

If consistent with how your Department is handling the "Short description" field, please include ITS58 somewhere in the "Short description."

Items tab (Job Aid Step 5 and 6)

- Do not use the key word search – open the Advanced Search" function by clicking on the plus sign (+) by the Advanced Search Criteria title
- Enter "ITS58" (no quotes) into the **Description** field and select **Find It**
- Select the Distributor
- Select the Category
- Enter **Quantity** (number items or other metric) and click **Add to Req & Exit.**

- Next enter the **Catalog/Unit Price Cost** (the amount on the quote) by selecting the **Enter Info** link; you can now enter the unit cost.
- Select **Save & Exit**

Continue with Job Aid Step 7 and the remaining steps if the order will result in a single invoice and payment. However, **if the order is for services or other type of contract where there will be multiple payments** (for example, as project deliverables are completed, or for hourly payments or subscriptions billed monthly), **you will need to set up the Purchase Order to issue partial payments, see below.**

Establishing a Purchase Order for Partial Payments

In these cases, enter the PO for the full amount (known or estimated), as per the instructions above, and process partial receipts as you receive billing from the vendor. In such purchase orders insert the following language in the special instructions box of the PO: " This Purchase Order represents the total estimated expenditure for this engagement (insert brief description), against which (identify department) will execute partial receipts in COMMBUYS upon receipt and approval of invoices, in order to record the work accomplished according to the agreed upon engagement terms. All estimated expenditures are subject to reconciliation based on invoices rendered for agreed-upon delivery of goods and/or services."

Attach your Purchase Order to the "Attachments" tab of your requisition.

Strategic Sourcing Services Team Members

Rachelle Hersey	Department of Revenue
John Cadorette	MassDOT
Pia Owens	MassIT
Margaret Sullivan	Department of State Police
Alison Cahill	Labor and Workforce Development

The Team also included participants from the States of New Jersey, Rhode Island, and Vermont.

CDW Government LLC (CDW•G)

CDW•G Account Team

For the contract, CDW•G dedicates segmented Account Teams to provide customized support and unique industry insight. We provide each Eligible Entity a single point of contact, their Account Manager to assist with their software procurement needs. Account Managers collaborate with the members of their Account Team and our qualified Licensing and Technical support resources to provide expert software guidance. From orders to product recommendations and volume licensing assistance, no matter the request, our Account Managers are poised to assist.

Entities can log-in to their Account Center on the contract site or cdwg.com for availability and contact information of their own CDW•G Account Manager. Alternatively, they can contact the following resources if they are unsure of their Account Manager information.

State and Local Government

Sean Hart, Sales Manager	P: 855.822.5157 E: sean.hart@cdwg.com
Andrew Arenella, Field Account Executive II	P: 203.851.7180 E: andrew.arenella@cdwg.com

K-12 Education

Sean Galligan, Sales Manager	P: 866.785.2654 E: seangal@cdw.com
Kelli Carter, Field Account Manager	P: 203.851.7209 E: kelli.carter@cdw.com

Higher Education

Clayton Boras, Sales Manager	P: 866.776.7365 E: clayton@cdwg.com
Brian Fishter, Field Account Executive II	P: 847.465.6000 E: brifish@cdw.com

All Other Eligible Purchasers

CDW•G Sales Assistance	P: 800.808.4239
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Other Contacts (Escalation Path)

For matters that require escalation, please reach out to the following contact

Jon Mazella, Sr. Sales Manager	P: 866.776.7415 E: jonathan.mazella@cdwg.com
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Online Pricing and Product Information

To view CDW•G's highly competitive ITS58 price offer and expansive software portfolio, please visit www.cdwg.com/MAITS58.

Dell

Dell Account Team

As a general rule you should contact your “Inside Sales Representative” for product questions and quotes, and Account Executive for questions, local support, and in person meetings.

Software Inside Sales Representatives for selected Agencies:

Stephanie Beyer stephanie_beyer@dell.com 512-513-3039

Department of Transportation	DEPT OF SOCIAL SERVICES	STATE LOTTERY COMMISSION
DEPT OF PUBLIC HEALTH	DEPT OF YOUTH SERVICES	Mass Housing and Economic Development
MASSIT	DEPT OF MENTAL HEALTH	MBTA
EHS	DEPT OF ENVIRON PROTECTION	City of Boston, Boston Public Schools

Brad McGinnis brad_mcginis@dell.com 512-513-8163

	Administration and Finance	Labor and Workforce Development
State Legislature	Mass Trial Courts	BOARD OF HIGHER EDUCATION
OFFICE OF ATTORNEY GENERAL	DEPT. OF REVENUE	Department of Public Safety
OPERATIONAL SERVICES	STATE POLICE	STATE TREASURY

Massachusetts State agencies not listed above:

Stephanie Beyer stephanie_beyer@dell.com 512-513-3039

Brad McGinnis brad_mcginis@dell.com 512-513-8163

Local Government and Municipalities:

Chase Cavitt chase_cavitt@dell.com 512-513-0820

Ryan Schumaker ryan_schumaker@dell.com 512-513-3588

Romina Kronick romina_kronick@dell.com 512-723-1135

Other Contacts (Escalation Path)

Roy Ramirez is the New England Account Executive for Partner Software roy_l_ramirez@dell.com, 603-369-0235

Maheen Mirza is the Outside Regional Sales Director for Federal and Northeast Software Sales (excluding Dell IP). maheen_mirza@dell.com 703-334-1990

Kim Wood is the Sales Manager for Local Government and Municipalities:
kim_wood@dell.com 512-728-5262

Using Dell Software Online to get pricing, reports, and information

Link to [Dell Software Online](#)

Any Eligible Entity can access Dell Software Online. Some Dell Software Online features require an additional level of access:

- reports of your Agency's software purchases
- order tracking

Each Eligible Entity may designate one "Site Supervisor" by contacting their Dell Account Manager. The Site Supervisor will be given a login ID and password which will enable access to account information to control who has access to which additional Dell Software Online features. If you require a login and password to be issued, please contact your Dell Software Inside Sales Representative to request a login and password for Dell Software Online.

Other ways to get reports

The previous section describes how you can run reports on your own. If you prefer, your Dell Account Representative can create reports of your Agency's software purchases, both ad hoc reports and reports which can be scheduled for you to receive automatically on a periodic basis. **One report Agencies may find useful is a report showing the expiration date for maintenance for each of their software licenses.**

Ordering Address
Dell Marketing, L.P.
850 Asbury Drive
Buffalo Grove, IL 60089

Payment Address
Dell Marketing, L.P.
PO Box 643561
Pittsburg, PA 15264

Dell's **Vendor Code** is VC6000262232.

Insight Public Sector, Inc. (IPS)

IPS Account Team

IPS Account Teams are comprised of a network of field-based local account executives, licensing advisors, and inside sales representatives. The Principal Account Representative (PAR) will be your single point of contact for the management of your account. They will coordinate communications within Insight to ensure that we are matching our solutions to your specific software procurement needs. Your dedicated PAR is poised to offer recommendations on licensing that fits your changing environment; assist in negotiation of publisher contracts from a business requirement perspective; assist in negotiation of creative pricing models with publishers, i.e., Volume License Agreements, a la carte or upfront purchases, locked pricing for future purchases, maintenance payments, etc.; assist in managing contracts and publisher benefits; provide comprehensive license and pricing analysis options; assist in evaluating ROI for specific IT projects; negotiate co-term renewals when appropriate; set up publisher meetings with your business owners when appropriate; and work with publishers that are generally direct so that business can be processed through Insight allowing us to capture and manage license compliance and maintenance renewals for these publishers.

State of Massachusetts PAR

Sean Phillips , Account Executive

P: 480-409-6238

E: sean.phillips@insight.com

Other Contacts (Escalation Path)

AJ D'Agostini, Inside Sales Manager

P : 800-467-4448 x5308

E : aj.dagostini@insight.com

Bill Raitt, Field Market Leader

P: 978-835-2588

E: bill.raitt@insight.com

Contract Manager

Pam Potter, Manager, SLED Compliance

P: 800-321-2437 x6810

E: pam.potter@insight.com

Online Pricing and Product Information

To view Insight Public Sector's ITS58 software portfolio and pricing, please visit: www.ips.insight.com/MAITS58 (website will be live July 24, 2015).

PCMG, Inc.

PCMG Account Team

PCMG offers a dedicated inside and field sales team to provide customized prices and solutions for all eligible entities of the ITS-58 contract. Inside account executives will be responsible for the day to day quoting needs for the eligible entities, while the field sales team will be guiding the eligible entities formulate the proper solution for their needs. Management will be available as needed for escalation of issues or to address any additional matters. Below is the sales team dedicated to servicing this contract.

<u>MA Sales Team –Quotes/Sales</u>	<p>To request a quote or other information about software: ITS58@PCMG.com</p> <p>Rick Cardoza, Account Manager 508-203-3015 ITS58@PCMG.com</p> <p>ITS58 Software Specialist Supervisor Waqas Nasser 310-337-5200 Ext 2826 ITS58@PCMG.com</p> <p>RoseMarie Pavlick, Account Executive 800-625-5468 x82443 ITS58@PCMG.com</p>
<u>All Other Eligible Purchasers</u>	<p>PCMG Sales 800-625-5468 ITS58@PCMG.com</p>
<u>Additional Contacts (Escalation Path)</u>	<p>Sandeep Kapoor Sr. Sales Manager 800-625-5468 x54047 Sandeep.kapoor@pcmg.com</p> <p>Imran Yunus Director of Sales 310-337-5908 iyunus@enpointe.com</p>
<u>Contract Manager</u>	<p>Danayet Gebremedhin contract@pcmg.com 800-625-5468 x55679</p>
<u>Online Pricing and Product Information</u>	<p>PCMG's exclusive software pricing for ITS58 and additional products will be available for viewing soon.</p>

SHI ACCOUNT TEAM

Requests for Product, Pricing or Licensing Program Information

You can request product, pricing or information via email, fax or phone by contacting the SHI Inside Sales Team for the Commonwealth of Massachusetts.

Inside Sales Team- Quotes/Orders - Toll Free: 800-477-6479

Inside Academic –

Kirk_Hamilton@shi.com

Erika_BeachumJames@SHI.com

Lauren_mcnamara@shi.com

State and Local

David_Fordham@shi.com

Jonathan_Gaudet@shi.com

Dave_Ragazzo@SHI.com

Escalation Path

Inside Sales Manager is Michael_McCaffery@SHI.com - 732-652-6606

Team Email Alias- These emails will go to appropriate inside and outside reps.

State: MASLG@shi.com

Local Government: MALOCALGOV@shi.com

Higher Education MAHiEd@shi.com

K-12 MAK12@shi.com

Overall Contract Management/ Outside Sales Team

Barbara_West@shi.com New England Region Manager/Contract Manager
508-799-5433 (office) | 508-945-4449 (cell phone) | 508-799-5633 (fax)

Amanda_Spence@shi.com Business Development Manager – State Agencies/City of Boston
800-527-6389 ext 7162 (office) | 732-589-6601 (cell phone) | 732-537-7163 (fax)

Michael_Dempsey@shi.com Business Development Manager – Local Government MA |
Contracts ITS42 and ITC47 | Mobile: 508-254-5739

Shantelle_Wright@shi.com Business Development Manager - K12 CT and Western MA |
Cell: 203-212-7718

PRICING AND PRODUCTS FROM SHI WEBSITE

As an alternative to requesting quotes from your account representative, you also search for pricing using SHI's website. A website and catalog has been created specifically for the Commonwealth of Massachusetts ITS42 Contract. Go to [SHI's website](#) – choose Public Sector- then MA. Please contact your **BDM** (Business Development Manager) if you have any questions.

If you cannot find the publisher or product that you are searching for, please contact your account team. While this catalog contains products from thousands of publishers, it does not contain all of the tens of thousands of partners that SHI works with today. SHI will work to source whatever software products you are looking for.

SHI's Vendor Code is VC6000262232.

CONTRACT USER GUIDE

Software Reseller ITS58 - Markups/Markdowns	CDW	Dell	Insight	PCMG	SHI	CDW	Dell	Insight	PCMG	SHI
	Cost Plus or Cost Minus Percentage - Service Level 1 - Orders that do not require the additional level of services specified for Level 2.					Cost Plus or Cost Minus Percentage - Service Level 2 - Orders requiring: 1. Three way agreement (RFR Section 3.2.11.1) AND/OR 2. Submission of letters on behalf of Software Publishers (RFR Section 3.2.11.2) AND/OR 3. Statement of Work (RFR Section 3.2.11.4)				
Manufacturer / Software Publisher										
Adobe	2.75%	1.12%	1.95%	1.25%	1.25%	2.75%	2.00%	2.45%	2.00%	3.00%
Agate Software	0.00%	1.12%	NA	1.50%	2.75%	0.00%	2.00%	NA	3.00%	5.00%
Alliance Enterprises	0.00%	1.12%	NA	1.50%	2.75%	0.00%	2.00%	NA	3.00%	5.00%
Axway	0.00%	1.12%	1.95%	1.50%	2.75%	0.00%	2.00%	2.45%	2.50%	5.00%
BLACKBOARD CONNECT INC	0.00%	1.50%	NA	1.50%	NA	0.00%	2.50%	NA	2.25%	NA
CA Technologies	2.25%	1.12%	1.95%	1.25%	1.25%	2.25%	2.00%	2.45%	2.50%	3.00%
Checkpoint	2.00%	1.12%	1.95%	1.25%	1.25%	2.00%	2.00%	2.45%	2.50%	3.00%
CITRIX	2.75%	1.12%	1.95%	1.25%	1.25%	2.75%	2.00%	2.25%	2.25%	4.25%
CommVault Systems	2.75%	NA	1.95%	1.25%	2.00%	2.75%	NA	2.25%	3.00%	5.00%
Computer Square, Inc	1.00%	1.12%	NA	1.25%	1.25%	1.00%	2.00%	NA	2.50%	3.00%
Compuware	2.75%	1.12%	1.95%	1.50%	2.75%	2.75%	2.00%	2.45%	3.00%	5.00%
DELL QUEST	1.50%	**	1.95%	1.25%	1.25%	1.50%	**	2.25%	2.25%	3.00%
EMERGENCY COMMUNICATIONS NETW	0.00%	1.12%	NA	1.25%	NA	0.00%	2.00%	NA	2.25%	NA
Hewlett Packard	2.75%	NA	1.95%	1.75%	2.00%	2.75%	NA	2.45%	2.00%	5.00%
IBM	1.00%	NA	1.95%	1.75%	1.25%	1.00%	NA	2.25%	3.25%	3.00%
Informatica	1.00%	1.12%	NA	1.25%	1.25%	1.00%	2.00%	NA	2.50%	3.00%
Information Builders	2.75%	1.12%	1.95%	1.75%	2.75%	2.75%	2.00%	2.45%	2.25%	5.75%
Kronos	1.00%	1.50%	NA	1.50%	1.25%	1.00%	2.50%	NA	2.50%	3.00%
McAfee	2.75%	1.50%	1.95%	1.25%	1.25%	2.75%	2.50%	2.25%	2.25%	3.00%
Microsoft Corporation	-0.25%	-0.15%	NA	NA	NA	-0.25%	0.50%	NA	NA	NA
Onpoint Technologies	0.00%	1.12%	NA	1.50%	2.75%	0.00%	2.00%	NA	2.25%	5.75%
Oracle	2.50%	1.12%	1.95%	1.25%	1.25%	2.50%	2.00%	2.45%	2.50%	3.00%
Pitney Bowes	2.75%	1.12%	NA	1.50%	2.75%	2.75%	2.00%	NA	3.00%	5.75%

Software Reseller ITS58 - Markups/Markdowns, continued	CDW	Dell	Insight	PCMG	SHI	CDW	Dell	Insight	PCMG	SHI
	Cost Plus or Cost Minus Percentage - Service Level 1 - Orders that do not require the additional level of services specified for Level 2.					Cost Plus or Cost Minus Percentage - Service Level 2 - Orders requiring: 1. Three way agreement (RFR Section 3.2.11.1) AND/OR 2. Submission of letters on behalf of Software Publishers (RFR Section 3.2.11.2) AND/OR 3. Statement of Work (RFR Section 3.2.11.4)				
Manufacturer / Software Publisher										
Proofpoint	2.75%	1.12%	1.95%	1.50%	2.00%	2.75%	2.00%	2.45%	2.25%	5.00%
Red Hat	2.75%	1.50%	1.95%	1.25%	2.00%	2.75%	2.50%	2.45%	2.25%	5.00%
RSA Security	3.00%	1.12%	1.95%	1.25%	1.00%	3.00%	2.00%	2.45%	2.25%	3.00%
Salesforce	2.75%	1.50%	1.95%	1.75%	2.00%	2.75%	2.50%	2.45%	2.25%	5.00%
SAP	2.75%	1.12%	1.95%	1.75%	2.00%	2.75%	2.00%	2.45%	2.25%	5.00%
SAS INSTITUTE INC	2.75%	1.50%	1.95%	1.50%	2.00%	2.75%	2.50%	2.45%	2.25%	5.00%
Softright	0.00%	1.12%	NA	1.50%	2.75%	0.00%	2.00%	NA	2.25%	5.75%
STR Grants LLC	0.00%	1.12%	NA	1.50%	NA	0.00%	2.00%	NA	2.25%	NA
Symantec	3.00%	1.12%	1.95%	1.25%	1.25%	3.00%	2.00%	2.25%	2.25%	3.00%
Tritech Software Systems	0.00%	1.12%	NA	1.50%	2.75%	0.00%	2.00%	NA	2.25%	5.75%
Tyler Technologies	0.00%	1.12%	NA	1.50%	2.75%	0.00%	2.00%	NA	2.25%	5.75%
Vmware	2.25%	1.50%	1.95%	1.25%	1.25%	2.25%	2.50%	2.25%	2.25%	3.00%
Websense	1.00%	1.12%	1.95%	1.50%	1.25%	1.00%	2.00%	2.45%	2.50%	3.00%
ALL OTHER SOFTWARE	3.25%	3.50%	2.75%	2.00%	3.00%	3.25%	4.50%	2.75%	2.50%	3.00%
SOFTWARE PUBLISHER SERVICES	7.00%	3.50%	3%	2.50%	6.00%	7.00%	4.50%	3%	3.50%	6.00%